A Quick Guide to the Throttle in CampBrain

There is a limit to the number of individuals who can be registering on your site at one time. If your registration site reaches its maximum amount of simultaneous active users, the **CampBrain Throttle** will automatically be enabled. The Throttle temporarily prevents incoming users from being able to create a new account or sign into an existing one until space becomes available on your site.

What does this look like to a person registering?

If individuals arrive at your registration site while the Throttle is in effect, they will be greeted with the message below. The fields to sign in to an existing account or create a new one will be temporarily hidden.

Welcome!

A lot of people are registering at the moment. You will be able to proceed with your registration shortly. Please refresh your browser until this message disappears.

Thank you for your patience.

Why is the Throttle important? Why can't everyone sign into their accounts at the same time?

The Throttle guarantees that individuals who are currently working on their registrations will have a fast and error free experience. Think of your registration site as a house, and the Throttle as the front door. The house has a finite amount of space, and there is a maximum amount of people who can be inside while still moving around comfortably. When the house is full, the front door closes and people have to wait outside. As people exit the house, the front door opens and new people are allowed in.

What do registrants need to do while the Throttle is in effect?

Not much at all! The individual simply needs to refresh their browser. If the Throttle is still in effect, they will see the same message again and they can continue to refresh. Once space becomes available on your site, the above message will disappear automatically and the individual will be allowed to log in.

How long does the Throttle stay in effect?

It depends on how long it takes for active users to submit their registrations. If your registration process is relatively quick and simple (i.e. you don't require a lot of mandatory forms to be completed upon initial registration), you can expect new people to be able to access the site in a matter of minutes.

My sessions fill up quickly. Is it fair to make people wait while others are registering?

The Throttle doesn't make a difference. If everyone were able to log into their accounts all at once, they would still be in a race against each other to choose their sessions and options as quickly as possible. The Throttle simply staggers the number of people who are participating in that race by holding newcomers at the front door. In the end, your sessions and options are still available to all registrants on a first come, first served basis.

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